

STATE OF MISSOURI



PURCHASING CARD POLICY & PROCEDURE MANUAL



State Purchasing Card Policy & Procedure Manual

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I. OVERVIEW

The purpose of the State of Missouri Purchasing Card Program is to establish a more efficient, cost effective method of purchasing and paying for goods and services within established limits. This program is designed to reduce the number of purchase orders and checks issued, thereby enhancing efficiency and cost-cutting measures within the agency.

The Purchasing Card is **NOT** intended:

- ◆ to avoid or bypass State procurement or payment policies and procedures.
- ◆ to be used for payments between state agencies.
- ◆ to be used for entertainment purchases.
- ◆ to replace the current Visa Individual Business Travel Card.
- ◆ for personal use.

The Purchasing Card Program for each agency will be administered by the Agency Purchasing Card Coordinator and/or Division Purchasing Card Coordinators. The State Purchasing Card Program is contracted through UMB, with Visa as the card brand.

Statewide policy allows a single transaction limit, including shipping and handling, of \$1,000. The monthly limit for total dollar amount of expenditures allowed in a billing cycle (30 days) is \$3,000. The billing cycle date is selected by the agency. Visa pays a vendor within three days of the business transaction. Each agency may set lower limits or request higher limits with proper justification. Monthly billing cycle or single transaction limits of \$25,000 or less per month may be requested directly through UMB by the Agency Purchasing Card Coordinator. For credit limits of more than \$25,000 per month, Agency Purchasing Card Coordinators must submit a written request in advance to OA, Division of Accounting.

Any vendor falling within the purchasing guidelines is considered a potential vendor of the Purchasing Card. It is likely that any vendor currently utilized as a source for commodities will accept the Purchasing Card. Some vendor types may be blocked from usage with the Purchasing Card. If the card is presented to a blocked vendor, the transaction will be declined.

Each cardholder is responsible for the security of their card. The card is issued by name and any purchases made against the card will be the cardholder's responsibility. Use of the card not in accordance with established guidelines may result in personal liability. If you have any questions about the program or need additional information, please contact your Agency or Division Purchasing Card Coordinator.

The Purchasing Card commits taxpayer funds each time it is used by a cardholder. This is a responsibility that cannot be taken lightly. If you suspect fraud or misuse was committed with a State Purchasing Card, you must report it to your agency management, Division and/or Agency Purchasing Card Coordinators, and the State Purchasing Card Coordinator immediately. In



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addition, the State Auditor's Office provides a confidential hotline to report suspected fraud or abuse at 800-347-8597.

II. PROGRAM ADMINISTRATION

The State of Missouri Purchasing Card Program is administered by the Office of Administration, Division of Accounting. Purchasing Card policy questions and comments can be emailed to the State Purchasing Card Coordinator at pcard@oa.mo.gov.

Through the use of Interagency Agreements, general Purchasing Card duties have been delegated to Agency Purchasing Card Coordinators, and at agency management discretion, Division Purchasing Card Coordinators. Questions regarding individual Purchasing Cards should be directed to the Agency or Division Purchasing Card Coordinators.

III. PROGRAM RESOURCES

State Purchasing Card Website

The State maintains an informational website on Purchasing Cards at the following address: <http://content.oa.mo.gov/accounting/state-employees/purchasing-and-travel-cards>. Visit the website for up-to-date news regarding the Purchasing Card Program, have electronic versions of Purchasing Card forms at your fingertips, and quickly locate program contacts.

State Purchasing Card Email Distribution List

Stay informed of Purchasing Card news and updates by subscribing to the P-Card Email Distribution List. You can subscribe by creating a new email addressed to p-card-join@lists.mo.gov. List "Subscribe p-card" in the body of the message and click send.

If you wish to unsubscribe yourself from the Purchasing Card Email Distribution List, create a new email addressed to p-card-leave@lists.mo.gov. List "Unsubscribe p-card" in the body of the message and click send.

Quarterly Purchasing Card Roundtable Discussions

Meetings regarding the Purchasing Card program are held in Jefferson City on a quarterly basis. The meetings are for attendance by Office of Administration representatives, Agency and Division Purchasing Card Coordinators, and UMB staff. The purpose of these meetings is to discuss current Purchasing Card issues and network for solutions. In addition, upcoming changes to the program are announced at these meetings. Agency and Division Purchasing Card Coordinators are encouraged to attend when feasible. Pre-registration is not required to attend. Agendas for the meetings are distributed approximately one week in advance. If you have a topic you would like to discuss, please email the State Purchasing Card Coordinator at pcard@oa.mo.gov. Minutes to the meetings will be posted to the Purchasing Card website at <http://content.oa.mo.gov/accounting/state-employees/purchasing-and-travel-cards>.



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Annual Purchasing Card Forum

A Purchasing Card Forum for purchasing card end-users will be held annually in Jefferson City. The Purchasing Card Forum is a one day conference sponsored by UMB. The target audience includes cardholders, coordinators, payment and review staff for purchasing card transactions, and other staff involved in the Purchasing Card program. Pre-registration is required. Information regarding meeting location and agenda is distributed approximately two months prior to the event and will also be posted on the website at <http://content.oa.mo.gov/accounting/state-employees/purchasing-and-travel-cards>.

IV. CARD USE PROCEDURES

Obtaining a Card

Employees interested in receiving a State Purchasing Card for official State business purchasing must read and understand the terms and conditions outlined in the State Purchasing Card Policy and Procedure Manual and the State Purchasing Card Cardholder Agreement (Appendix 3). The employee's signature on the State Purchasing Card Cardholder Agreement indicates they understand the intent of the State Purchasing Card Program and agree to adhere to the established guidelines.

Contact the Division Purchasing Card Coordinator to obtain the necessary approval. The Division Purchasing Card Coordinator will:

- ◆ forward a signed State Purchasing Card Cardholder Agreement (Appendix 3) to the Agency Purchasing Card Coordinator.
- ◆ forward a completed Purchasing Cardholder Account Action Request (Appendix 5) to the Agency Purchasing Card Coordinator.
- ◆ coordinate or provide the employee with cardholder training.
- ◆ notify the cardholder when the card is available.

Types of Accounts

There are four different types of accounts available in the Purchasing Card Program. The determination of which type of card/account the cardholder will receive is determined by the Agency Purchasing Card Coordinator and agency management, based on purchasing needs. Regardless of the type of account, all cards/accounts must be issued in the employee's name and all accounts are subject to the same internal control responsibilities and oversight.



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Standard Purchasing Card Account – This type of card/account allows purchases of authorized commodities and services on the State Purchasing Card. It does not allow travel expenditures.

Central Travel Desk Card Account – Agencies with a central person who is responsible for making State official business travel arrangements for others may have a special account set up for the purchase of travel related services. Travel related services which are normally direct billed may be purchased with the Central Travel Desk Account. Central Travel Desk purchases can include travel expenditures such as conference registrations, lodging, airfare, car rentals, and parking fees.

Dual Function Card Account – This type of account combines the functions of the Standard Purchasing Account and Central Travel Desk Account into one card to procure both commodities/services and State official business travel services.

Multipurpose Card Account – With this decentralized account, the employee may carry the card with them during State official business travel. A cardholder with this type of account has the ability to purchase commodities/services as well State official business travel-related expenses, **with the exception of meals.** Eligible employee meal expenses incurred while traveling should be itemized on an expense report to request reimbursement.

All accounts have the option to be designated as a “Ghost Account”, which essentially means a plastic card is not issued. Instead of an actual card, you will receive an account number. This type of account is recommended for large purchases to limited vendors. In this situation, all vendors except the intended merchant(s) can be blocked to add additional internal control to the account.

Decline of Card

Any vendor falling within the purchasing guidelines is considered a potential vendor of the State Purchasing Card, even if they do not accept credit cards today. If a vendor does not currently accept credit cards for payment, complete a Vendor Non-Acceptance Form (Appendix 10) and forward it to the Division Purchasing Card Coordinator. The Division Purchasing Card Coordinator will submit the form to UMB, who will contact the potential vendor regarding the acceptance of the State Purchasing Card.

If the card is declined, the cardholder may contact UMB Customer Service at 1-800-821-5184. UMB will assist cardholders in determining if the card was declined due to blocking of the vendor, or exceeding the monthly cycle limit or single transaction limit imposed on the card, etc. The cardholder may also contact the Division Purchasing Card Coordinator or Agency Purchasing Card Coordinator for assistance. Please note, UMB staff will not make changes to any card or cardless account without designated agency approval (Division or Agency Purchasing Card Coordinator), or without Office of Administration/Division of Accounting's approval for increase requests of credit limits higher than \$25,000.



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Card Renewal

A renewal card will be automatically issued before the card expiration date. Cards do not expire until the end of the month of expiration. The Division Purchasing Card Coordinator will be notified by the Agency Purchasing Card Coordinator when the renewal card is available.

Card Cancellation / Closing Accounts

To cancel a card, cut the card in half and forward it to the Division Purchasing Card Coordinator with a request to cancel. The Division Purchasing Card Coordinator will forward the destroyed card with a completed Purchasing Cardholder Account Action Request Form (Appendix 5) to the Agency Purchasing Card Coordinator for card cancellation through UMB.

Card usage will be monitored and card privileges can be rescinded if card violations occur. The agency reserves the right to cancel cards at any time.

Card Changes

Changes can be requested by contacting the Division Purchasing Card Coordinator. The Division Purchasing Card Coordinator will complete a Purchasing Cardholder Account Action Request Form (Appendix 5) and forward it to the Agency Purchasing Card Coordinator for processing through UMB.

Reporting a Lost or Stolen Card

If a Purchasing Card is lost or stolen, immediately notify all of the following:

- ◆ UMB Security at 1-800-821-5184.
- ◆ Division Purchasing Card Coordinator.
- ◆ Agency Purchasing Card Coordinator.

Appendix 4 lists the Department Purchasing Card Contacts.

Immediate notification of a lost or stolen Purchasing Card will prevent the cardholder from being held personally responsible for the payment of unauthorized transactions.

V. CARDHOLDER RESPONSIBILITIES

General

Cardholders are responsible for the security of their Purchasing Card and the transactions made against them. The card is issued by name and any purchases made against the card will be the cardholder's responsibility. Use of the card not in accordance with established guidelines can result in personal liability and/or disciplinary actions.



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Allowable & Unallowable Charges

Appendix 1 lists examples of items which are allowable purchases with the State Purchasing Card. Appendix 2 provides examples of items that are unallowable/excluded purchases. However, Appendices 1 and 2 are intended to offer guidance and do not represent all-inclusive lists of acceptable or unacceptable items. Agency policy may be more restrictive than State policy. Follow your agency's established guidelines of allowable charges. Questions concerning the appropriateness of a purchase should be directed to the Division Purchasing Card Coordinator and/or Agency Purchasing Card Coordinator prior to using the card.

Interagency Payments

Payments to state agencies are not allowed on the P-Card. Examples include, but are not limited to, payments to Missouri Vocational Enterprises (MVE), Secretary of State (SOS), and Division of Professional Registration. Payments for goods or services to State agencies should be processed directly through SAMII Financial.

PayPal & Online Payment Processors

Certain instances may require a transaction on the Purchasing Card with a third-party or online payment processor, such as PayPal. For example, the only vendor offering a particular product or service does not accept credit card payments, although they do accept PayPal. Due to the risk of fraud or misuse associated with these types of vendors, extreme caution must be exercised when using the Purchasing Card for online payment processor transactions. It is important to note that use of the Purchasing Card for PayPal or other online payment processor transactions may incur additional fees to process the transaction. Anytime a PayPal or online payment processor transaction is required, cardholders should obtain the Division or Agency Purchasing Card Coordinator's written approval in advance to ensure the items purchased and vendors used are appropriate for official State business and that an online payment processor transaction is the most economic payment method available.

Documentation of the written approval should be maintained with the receipt documentation for payment of the bill. As with any Purchasing Card transaction, detailed receipt documentation should accurately depict the goods or services purchased.

Personal Use

Although the card is issued in your name, it is the property of the State of Missouri and is only to be used for official State of Missouri business purchases as defined in this manual. **Personal use of the card is prohibited.**

Purchasing Card Security

When the card is received, cardholders must sign the back of the card immediately and always keep it in a secure place. **Only the authorized cardholder may use the card.** Card sharing



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between employees is not allowed and will cause revocation of card privileges. The card and card number must be safeguarded against use by unauthorized individuals in the same manner cardholders would secure personal credit cards.

Upon receipt of the Purchasing Card, the cardholder will need to call the 800-telephone number printed on the sticker of the card for activation. The cardholder will be prompted to enter the last four digits of their social security number for identity verification. Contact the Division Purchasing Card Coordinator or Agency Purchasing Card Coordinator for assistance if needed.

If your card is lost or stolen, or if you suspect the security of your account has been compromised, immediately notify the Division Purchasing Card Coordinator, Agency Purchasing Card Coordinator, State P-Card Coordinator, and/or contact UMB Security at 1-800-821-5184. The Division Purchasing Card Coordinator or Agency Purchasing Card Coordinator will instruct UMB to cancel the account and issue a new card. The new card will be delivered to the Agency Purchasing Card Coordinator within 4 – 9 business days. Return the canceled card to the Division Purchasing Card Coordinator for proper card destruction and documentation.

Purchasing Card Violations

Cardholders are responsible for and accountable to their State Agency for all charges made with the State Purchasing Card. Violation of any policies or procedures of this program will result in an evaluation of cardholder privileges. Improper use of the Purchasing Card may cause revocation of the card, disciplinary action up to and including termination, and may subject cardholders to criminal prosecution. Amounts attributable to improper use by the cardholder may be withheld from their paycheck or other State of Missouri warrants which may be payable to them.

If a purchase appears inappropriate on a monthly billing statement, the cardholder must supply written justification to agency management and/or the Division Purchasing Card Coordinator, as appropriate. If the justification is insufficient, appropriate action is at the discretion of agency management. In addition, steps should be taken to return the goods for a credit on the Purchasing Card account, or have the cardholder pay the vendor directly and the vendor refund the Purchasing Card. The agency can also elect to have the cardholder pay UMB directly using their personal funds.

Splitting transactions to bypass single transaction limits, monthly billing cycle limits, and/or purchasing policies and procedures is strictly prohibited.

Visa's Rules for Merchants prohibit vendors from imposing surcharges on a Visa transaction if the vendor accepts other forms of credit card payments without additional fees to the buyer. However, vendors may charge convenience fees for accepting a credit card transaction as a convenience to the customer if it is considered an alternate payment channel for customers to pay for goods or services. Visa's guidelines also state that convenience fees must be a fixed or flat amount, disclosed to the cardholder before completion of the transaction with an opportunity to cancel the transaction, and included as part of the total transaction amount. If a



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vendor attempts to include a surcharge to the transaction, contact UMB prior to using the Purchasing Card. UMB, in conjunction with Visa, will attempt to resolve the issue with the vendor prior to the Purchasing Card transaction.

The decision to use a State Purchasing Card on a purchase that will incur a convenience fee should be based on variables such as timeliness of payment to avoid late fees, urgency of needed items or services, etc. Agencies are asked to carefully evaluate the necessity of State Purchasing Card transactions subject to convenience fees.

Receipt of Goods and Services

The intended use of the Purchasing Card is to procure good(s) and/or service(s). The decision to utilize the Purchasing Card should be made at the time the order is placed, not after the good(s) or service(s) and invoice are received. The risk of compromising established internal controls to prevent duplicate payments increases when the Purchasing Card is used to pay an invoice. If extenuating circumstances require the Purchasing Card to pay a vendor invoice after good(s) or service(s) are received, then a payment confirmation from the vendor must be included with the supporting documentation.

For telephone or internet orders, ensure complete shipping address and instructions are given to the vendor along with your name contact information (e.g., name, agency name, telephone number, complete mailing/shipping address, room number, city, state, and zip code). Notify the vendor the order is for a tax exempt organization and request a detailed sales receipt. To prevent duplicate payments, instruct the vendor **NOT** to invoice the agency. Charges for freight should be checked to ensure the amount is correct according to the freight terms stated by the company or noted on the packing slip.

Cardholders are responsible for ensuring receipt of goods and services and must follow-up with the vendor to resolve any delivery problems, discrepancies, and damaged goods. Cardholders should also notify the Agency or Division Card Coordinator regarding any erroneous charges or returned items awaiting credit so these transactions can be monitored and ensure timely credits are received.

Retain the credit card receipt and shipping documentation. All purchases require detailed transaction documentation from the vendor regardless of the order method. The detailed charge receipt from the vendor will serve as an invoice. However, the vendor needs to provide a detailed description of the goods on the charge receipt, not just "misc." If a detailed receipt cannot be obtained from the vendor, a written itemization of the charges must be attached to the receipt from the vendor showing the charge amount. Include the detailed itemization on the Cardholder Purchasing Card Transaction Log (Appendix 7), write it on the documentation received from the vendor, or attach a separate sheet to the back of the vendor documentation.

If a charge or credit slip, etc. is lost, the cardholder is responsible for working with the vendor to obtain a copy. If the replacement document is not an original, the cardholder must certify the original charge or credit slip, etc., is lost and the replacement must be treated as an original by



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printing "Only invoice available-original lost" on the replacement document with cardholder's signature and date.

If the vendor cannot provide a substitute draft of a charge or credit slip, contact UMB Commercial Cards Product Group at 1-800-821-5184. A copy of the original credit slip can only be obtained if there is a disputed charge.

Record Keeping and Documentation

Standard payment policies require retention of receipts and other documentation. Each purchase must be recorded on a Cardholder Purchasing Card Transaction Log (Appendix 7). All pertinent data must be logged on the transaction log. Receipt of goods documentation, including but not limited to, receipt date and complete or partial shipment must be entered on the transaction log. As long as the attached invoice, packing slip, or other payment document is detailed, the items purchased may be described in general terms on the transaction log. Ensure entries on the transaction log are legible. The transaction log may be modified to suit agency needs, but must include at a minimum the fields listed on the log in Appendix 7.

The cardholder must sign and date the transaction log under the certification statement in the cardholder signature and date fields. The Division Purchasing Card Coordinator or agency-authorized designee must also sign and date the transaction log under the certification statement in the Division Purchasing Card Coordinator signature and date fields. The cardholder and Division Purchasing Card Coordinator signatures indicate all transactions were verified and approved as noted by the certification statements at the bottom of the log. Both the cardholder and the Division Purchasing Card Coordinator are responsible for ensuring the charges are accurate, are for official State business and are in accordance with all purchasing and payment regulations. Negligent performance may result in disciplinary action.

A transaction log must be completed and signed by the cardholder and the Division Purchasing Card Coordinator every month, including billing cycles where no transactions were posted. Enter "no transactions for the month" on the log and obtain the necessary signatures. In addition, attach a complete copy of the billing statement to the transaction log. Accounts with no activity for the month and no previous balance will not generate a billing statement. However, the Agency or Division Purchasing Card Coordinator can extract a statement from Commercial Card Center or Visa Intellilink. Maintain copies of transaction logs and billing statements with no activity for audit purposes.

Record keeping is essential to ensure the success and compliance of the program. To facilitate the reconciliation and approval process, the cardholder is responsible for keeping all credit card slips, cash register receipts, packing slips, Cardholder Purchasing Card Transaction Log, etc., until submitted with the monthly statement to the Division Purchasing Card Coordinator.

The cardholder must notify fiscal personnel when using the Purchasing Card to acquire equipment or other assets over the SAM II threshold dollar amounts, to ensure the Fixed Assets System reflects the correct transaction vendor.



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Reconciliation and Approval Process

Cardholders will receive a monthly billing statement, which must be reconciled to the Cardholder Purchasing Card Transaction Log (Appendix 7). Cardholders must keep sales receipts and transaction log(s) together and send to the Division Purchasing Card Coordinator within two working days of receipt of the monthly statement. The order of the monthly documentation packet sent to the Division Purchasing Card Coordinator should be as follows:

- 1) Monthly billing statement from UMB
- 2) Written justification, if necessary
- 3) Charge and credit slips, packing slips, etc. in the order they appear on the statement
- 4) Copies of the transaction log pages that list the applicable purchases. Original transaction log pages should be attached if payment has been processed for all purchases listed on the log.

Each agency may have different approval processes. Follow your agency's established guidelines for processing Purchasing Card transactions. However, cardholders must not apply final approval to their own UMB card payments in SAM II.

Monthly statements must be paid promptly for the Purchasing Card program to be a success. Payments must be entered in the State of Missouri's financial system within 30 days from the statement date.

Disputed Monthly Statement Charges

Disputed billings can result from failure to receive goods or services, fraud or misuse, altered charges, defective merchandise, incorrect amounts, duplicate charges, credits not processed, etc. Cardholders are responsible for reviewing their monthly billing statements and verifying all transactions. It is also the cardholder's responsibility to contact and follow up with the vendor on any erroneous charges, returns or other disputed items **within one working day of discovering the item**. Disputed items should be documented in writing along with the resolution agreed to between the cardholder and the vendor. A copy of the written documentation should also be attached to the applicable monthly billing statements.

If resolution of the discrepancy does not occur after follow-up with the vendor, contact the Division Purchasing Card Coordinator for assistance. If necessary, the Division Purchasing Card Coordinator will have the cardholder complete a Visa Purchasing Card Dispute Form (Appendix 9) and written justification. The written justification must explain the discrepancy and steps that were taken by the cardholder and others within the agency to resolve the issue. The Division Purchasing Card Coordinator will work with the Agency Purchasing Card Coordinator and UMB, to obtain resolution with the vendor. It is important that disputed items are addressed as quickly as possible. Dispute Forms **must be sent to UMB within 60 days of the statement date** in which the transaction occurred. Dispute rights are waived after 60 days and the agency will be responsible for payment of the charges.



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Due to the limited timeframe of 60 days from the statement date of the transaction, all agencies are encouraged to file dispute forms on transactions at the time they are discovered, even while continuing to work with the vendor on receiving a credit. The timely filing of the dispute form will protect the agency from losing dispute rights due to exceeding the 60 day limit.

Missouri State Sales Tax Exemption

State Agencies are exempt from paying Missouri State Sales or Use Tax per Section 144.030.1 RSMo (Appendix 8). The State statute information and the State sales tax exemption number are printed on the back of the Purchasing Card. For those accounts without a plastic card, the tax exemption certificate is provided in Appendix 8.

The cardholder is responsible for ensuring Missouri State Sales tax is not included in each charge. If sales tax is included, the cardholder must work with the vendor to correct the purchase amount. If sales tax is charged to the Purchasing Card, the cardholder must supply written justification explaining why the charging of sales tax was approved at the time of the purchase.

Any sales tax charged in error must be entered in the transaction log as a separate log entry. When the sales tax charge has been credited to the account, a negative entry should be recorded on the log to indicate the sales tax charge has been refunded to the card.

VI. DIVISION RESPONSIBILITIES

General

Each division must appoint one Division Purchasing Card Coordinator. A backup division coordinator should also be appointed to assist the Division Purchasing Card Coordinator. If a Division Purchasing Card Coordinator is also a Purchasing Cardholder, a supervisor must review and approve his or her Purchasing Card transactions. The names, telephone numbers and E-mail addresses of the Division Purchasing Card Coordinator(s) must be sent to the Agency Purchasing Card Coordinator. Purchasing Card contacts within the agency are listed in Appendix 4.

Among the responsibilities listed below, the Division Purchasing Card Coordinator's review of the transaction logs and supporting documentation should be given the utmost attention to ensure all transactions are for official State business and do not violate any State or department purchasing or payment policies and procedures. As with other duties, negligent performance could result in disciplinary action.

*Note: For convenience, all of the forms necessary to complete Purchasing Card related actions can be located at <http://content.oa.mo.gov/accounting/state-employees/purchasing-and-travel-cards>.



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Division Purchasing Card Coordinator Responsibilities

The responsibilities of the Division Purchasing Card Coordinator include, but are not limited to:

- ◆ Working with the division's management and the Agency Purchasing Card Coordinator to determine who is eligible for a Purchasing Card, establishing the division's billing cycles, coordinating cardholder limits, alerting management of any spending concerns through the annual review, and keeping records of all cardholders.
- ◆ Completing the Purchasing Cardholder Account Action Request Form (Appendix 5) and obtaining an authorized signature on the form. The authorized signature must be an original signature that has been submitted by the division and is on file with the Agency Purchasing Card Coordinator for payment and procurement transactions.
- ◆ Ensuring every potential cardholder has a copy of the State Purchasing Card Policy & Procedure Manual and a signed State Purchasing Card Cardholder Agreement.
- ◆ Training each cardholder prior to the distribution of the Purchasing Card to the employee. The training must include, but is not limited to, the topics covered in the State Purchasing Card Policy & Procedure Manual and the State Purchasing Card Cardholder Agreement. The training must provide detailed card use procedures and cardholder responsibilities.
- ◆ Receipt of the Purchasing Card from the Agency Purchasing Card Coordinator. The Division Purchasing Card Coordinator is required to sign a Purchasing Card Acceptance Form (Appendix 6) stating that the card will be kept in safekeeping or in a locked file until distribution to the cardholder and that no card information will be given to unauthorized personnel by the coordinator.
- ◆ Distributing the card to the cardholder. Each division needs to determine how to secure each card and card number. In some cases, the division may elect for the individual cardholder to carry the card. Other cases may result in the card being stored in a secure place in the division. In either case, the card and account number information must be protected.
- ◆ Processing any division approved changes requested by the cardholder which fall within the Purchasing Card guidelines. The Division Purchasing Card Coordinator should complete a Purchasing Cardholder Account Action Request Form (Appendix 5) and send it to the Agency Purchasing Card Coordinator.
- ◆ Retrieving and cutting up any card when a cardholder assumes different duties within the division that do not require the use of the Purchasing Card or upon termination of the cardholder's employment. After the card has been destroyed, the Division Purchasing Card Coordinator must send a completed Purchasing Cardholder Account Action Request Form (Appendix 5) and the cut-up card to the Agency Purchasing Card Coordinator.



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- ◆ Retrieving and securing cards for employees on extended leave of absence. Card limits should be temporarily suspended if an employee will be out on leave for one month or more. Complete a Purchasing Cardholder Account Action Request Form and submit it to the Agency Purchasing Card Coordinator.
- ◆ Ensuring the cardholder has attached a credit slip, charge slip, packing slip, or cash register slip, etc., for each item listed on the monthly billing statement. Do not send billing statements for payment approval without the attached slips, transaction log, etc.
- ◆ Reconciling the transaction log to the monthly billing statement to ensure all purchases have been documented properly on the log. "No transaction" months are confirmed with statements and appropriate transaction logs completed. Documentation of transaction logs with no activity must be maintained on file for audit purposes. Your signature is required on the Cardholder Purchasing Card Transaction Log (Appendix 7) certifying you have reviewed the log, and that all charges are accurate and complete, are for official State business, and are in accordance with all State and department purchasing and payment regulations.
- ◆ Verifying the vendor name on the monthly billing statement agrees with the credit slip, etc., supplied by the cardholder. If the vendor name does not agree, work with the cardholder to resolve the discrepancy.
- ◆ Ensuring the "Ship To" address on the documentation appears to be correct. If not, question the cardholder or other appropriate personnel.
- ◆ Reviewing and approving requests to use the Purchasing Card for PayPal or online payment processor transactions. Ensure the goods or services are for official State business, the transaction is from an appropriate vendor, and this payment option is the most economic method available.
- ◆ Requesting written justification from the cardholder for any sales tax charges. Verify sales tax charges are entered as a separate entry on the transaction log and ensure the cardholder is working with the vendor to correct the error. If the sales tax issue is not resolved within a reasonable period, report the status to the Agency Coordinator for resolution.
- ◆ Requesting written justification from the cardholder for any purchases which appear inappropriate.
- ◆ Recording the necessary payment coding and obtaining the necessary agency-authorized signature on the invoice or forward it to the individual in your division responsible for this task.
- ◆ Ensuring all monthly billing statements and original credit slips, charge slips, packing slips, cash register slips, and transaction log for each cardholder in your division are sent to



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financial staff within five working days of receipt of statement from UMB, so payments can be made by the required payment due dates.

- ◆ Forwarding a completed Visa Purchasing Card Dispute Form (Appendix 9) to the Agency Purchasing Card Coordinator if a discrepancy appears on a monthly billing statement that cannot be resolved between the cardholder and vendor. The Agency Purchasing Card Coordinator will forward the form to UMB. UMB will work with the vendor to resolve the issue.

VII. AGENCY RESPONSIBILITIES

General

The agency shall designate an Agency Purchasing Card Coordinator and back-up coordinator. If an Agency Purchasing Card Coordinator is also a Purchasing Cardholder, a supervisor must review and approve his or her Purchasing Card transactions.

Payment and procurement staff will review Purchasing Card payments; however, if they are cardholders, they must not review or approve their own Purchasing Card transactions. These employees have been trained to assist agency personnel, Agency and Division Purchasing Card Coordinators and management with the State Purchasing Card Program.

Purchasing Card contacts within the agency are listed in Appendix 4. At any time the assignment of Agency Purchasing Card Coordinator duties is transferred to a different employee, an Addendum to the Interagency Agreement for State Purchasing Card Program (Appendix 13) must be completed and submitted to OA.

Agency Purchasing Card Coordinator Responsibilities

The Agency Purchasing Card Coordinator's responsibilities include, but are not limited to:

- ◆ Working with the Division Purchasing Card Coordinator(s) and UMB to obtain Purchasing Card accounts and to make any changes to the accounts.
- ◆ Working with UMB and the Division Purchasing Card Coordinator(s) to resolve any issues/concerns related to the agency's Purchasing Card program.
- ◆ Keeping records of completed forms submitted to UMB for each cardholder.
- ◆ Reviewing forms submitted by Division Purchasing Card Coordinator(s) to ensure the forms have the required information completed and an original division authorized signature.



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- ◆ Applying the departmental approval signature on the forms after review and forwarding the forms to UMB for processing, or using the online account tools through UMB to make card changes or open/close accounts.
- ◆ Updating the Agency's Purchasing Card manual and other documentation as needed.
- ◆ Training Division Purchasing Card Coordinator(s). The training must include, but is not limited to, the topics covered in the State Purchasing Card Policy & Procedure Manual and the State Purchasing Card Cardholder Agreement. The training must cover in detail the Division Purchasing Card Coordinator's responsibilities.
- ◆ Distributing Purchasing Cards to the Division Purchasing Card Coordinator(s). Cards must be secured until delivered to the Division Purchasing Card Coordinator(s).
- ◆ Obtaining Division Purchasing Card Coordinators' signature and date on the Purchasing Card Acceptance Form (Appendix 6), which acknowledges receipt of each card. The forms will be maintained in the cardholder file by the Agency Purchasing Card Coordinator.
- ◆ Maintaining a master list of all Purchasing Cards, including but not limited to, agency name, cardholder name, card/account number, and expiration date in a locked file.
- ◆ Notifying UMB of any card cancellations or changes in cardholder names or addresses. Retain proof of destruction of canceled cards for audit purposes.
- ◆ Sending a completed Visa Purchasing Card Dispute Form (Appendix 9) and written justification to UMB if a discrepancy appears on a monthly billing statement that cannot be resolved between the cardholder and vendor. UMB Bank will work with the vendor to resolve the issue. The original signature of the cardholder and Division Purchasing Card Coordinator or authorized designee is required on the form.
- ◆ Performing an annual assessment of each card/account for the agency. Procedures are as follows:
 - a. After the close of each fiscal year, Agency Purchasing Card Coordinators will receive a spreadsheet from OA reflecting the spending trends over the past year for all accounts in the agency.
 - b. The Agency Purchasing Card Coordinator must analyze each account to determine if single transaction and monthly cycle limits are commensurate with actual spending, if long-term inactive accounts should be closed, and to ensure only authorized employees have accounts.
 - c. The Agency Purchasing Card Coordinator shall indicate any appropriate changes to the accounts and return the spreadsheet to OA within 30 days of receipt. OA will send all account changes to UMB. Documentation of the annual assessment should be retained by the agency for audit purposes.



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Agency Payment and Procurement Staff Responsibilities

The agency payment and procurement staff responsibilities include but are not limited to:

- ◆ Reviewing the transaction log for original signatures by the cardholder and Division Purchasing Card Coordinator.
- ◆ Reviewing written justification from the cardholder and, if necessary, obtaining agency approval for payment.
- ◆ Reviewing the payment coding for proper appropriation authority.
- ◆ Maintaining proper security flow approval in SAM II Financial to ensure segregation of duties.

VIII. BILLING PAYMENT AND ACCOUNT DISTRIBUTION PROCESS

General

Each cardholder will receive a statement of activity for the month, based on the billing cycle date agreed to by the agency and UMB. The statement is to be used to reconcile transaction logs with sales receipts and/or invoices. The monthly billing statement and required documentation must be received in the department fiscal office, within five working days of receipt of the monthly billing statement from UMB. Use vendor number **44020123006** on the Quick Payment Voucher (PVQ). Timing is extremely critical. Do not hold payments while waiting on credits; cardholders can short-pay the invoice by the amount of the credit they are expecting to receive (i.e. sales tax credit, disputed item, overpayment credit, etc.). If credits are not received in a timely manner, or disputed items are rejected by UMB, remaining balances must be paid.

Monthly Payment Coding

The Division/Agency is responsible for ensuring charges are in accordance with statewide and department regulations. Before approving the monthly statements and attached documentation for payment processing, divisions should also ensure the account coding (fund, organization, object code, etc.) is correct.

When a cardholder invoice is submitted for payment, the invoice number to be used on the payment document should begin with the two digit month and two digit calendar year of the billing statement. It should be followed by the last eight digits of the cardholder's account number.

Example: **Acct# 1234-1234-1234-1234 Billing cycle end date 11/18/02**
Invoice number: **110212341234**

****Do not modify this invoice number format. UMB utilizes the invoice number data to ensure correct account payment posting.***



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Encumbrance Requirements

Effective March 1, 2007, the \$3,000 encumbrance requirement was removed for any qualifying purchases made with the Purchasing Card. List the contract number of the vendor you are purchasing from in the description line of the PVQ document.

Automated Interface Payment Processing

An automated interface between UMB and the SAM II financial system is available for divisions who wish to have their monthly Purchasing Card statements posted to the SAM II suspense file as PVQ transactions. This process can eliminate the mailing of paper statements and agency entry of the transactions in the financial system. The transactions will appear on the SAM II SUSF in agency/card number sequence, awaiting object coding and approval for payment. The automated interface PVQ documents will have invoice numbers generated based on the card account number and billing date. It is imperative that agencies do not modify the invoice number field, as this data is used by UMB to accurately post payments to accounts.

If you would like to learn more about automated interface and how to initiate the process in your division, please email the State Purchasing Card Coordinator at pcard@oa.mo.gov.

Electronic Statements

At any time, the division can elect to receive account statements electronically. This method enhances the division's ability to process payments promptly. Divisions interested in receiving electronic statements should contact UMB.

Management Reports

UMB Card Center will send a summary management report monthly to each agency, and a quarterly report listing purchases made from minority/women owned businesses to the OA Division of Purchasing & Materials Management.

Agency/Division Coordinator Reports

Account access for Agency and Division Purchasing Card Coordinators is available at any time through the Visa Intellilink website or the UMB Commercial Card Account Management Tool website. Through Visa Intellilink's website, accounts may be monitored and reports may be customized to suit your needs. The UMB Commercial Card Account Management Tool website provides coordinators with real-time account information and the option to close or suspend accounts, or change account limits. For further guidance, and to receive user ID's and passwords for these systems, please contact UMB.



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Cardholder Reports

Account access for cardholders is available at any time through Commercial Card Center at <http://www.commercialcardcenter.com>. This website permits cardholders to monitor their accounts. First time users will need to register their State P-Card on the website.

IX. PURCHASING CARD REBATES

General

The State of Missouri receives a quarterly rebate on purchasing card volume from the contracted vendor. The rebate is a percentage of net quarterly purchases after refunds and credits. The contracted vendor provides a summary of each agency's volume for the quarter, and the amount of rebate attributable to each agency. Office of Administration, Division of Accounting, as administrator of the Purchasing Card Program, reviews the summary report for accuracy and notifies the agency coordinator by email to advise when rebates will be issued. Rebates will be issued via ACH from UMB directly to the agencies on or around the 15th of the month following the close of the quarter. For agencies which are not eligible for ACH accounts established with the State Treasurer's Office, the Office of Administration Division of Accounting will complete the CR document on the agency's behalf.

Application of Rebate Allocation

Federal rules¹ state that costs paid with federal funds must be net of all applicable credits to be allowable under federal awards. Applicable credits refer to those receipts or reduction of expenditure type transactions that offset or reduce expense items allocable to Federal awards as direct or indirect costs. Examples of such transactions include purchase discounts, rebates or allowances, recoveries or indemnities on losses, insurance refunds or rebates, and adjustments of overpayments on erroneous charges. Agencies must adjust federal reporting for purchasing card rebates received, when applicable.

Rebate Recommendations and Requirements

- ◆ Agencies should analyze their payments quarterly and deposit the rebate in a manner which ensures accurate federal reporting. This may be accomplished in several ways depending on the agency's reporting practices. The CR document allows for various grant reporting capabilities.
- ◆ Agencies should maintain adequate documentation to support how the rebate was deposited and any reporting adjustments that have been made. If requested, OA/Accounting will assist agencies by reviewing documentation.
- ◆ It is the agency's responsibility to review outstanding ACH deposits and complete CR documents following the procedures set forth by the Office of Cash Management.

¹ Federal Office of Management and Budget Circular A-87, Attachment A, Sections C.1.i and 4.a.



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Appendix 1

Allowable Purchases

The State Purchasing Card may be used to purchase items classified as commodities such as consumable supplies, maintenance materials, parts, and other miscellaneous purchases. The following list provides examples of allowable purchases. This list is not intended to be a complete list of allowable purchases that can be made with the Purchasing Card, but is provided to assist you in determining a general idea of acceptable transactions. If you are uncertain whether a purchase is allowable on the Purchasing Card, contact your Division and/or Agency Purchasing Card Coordinators.

Allowable Purchase Descriptions

Agency-Provided Food in compliance with Statewide Policy 5, Agency-Provided Food
Building Repair & Maintenance Supplies & Services
Bulk postage (*for use in postage meters*)
Custodial, Housekeeping, Laundry and Kitchen Supplies & Services
Fuel (*bulk purchases and non-motor vehicle use only*)
Information Technology & Telecommunication Supplies & Services
Items on Price Agreements, including blanket price agreements
Laboratory Supplies & Services
Large Truck Repairs
Office Supplies & Services
Other Technical or Specific Use Supplies
Printing and Photography Supplies & Services
Publications and Subscriptions
Small tools
Travel Expenses (*except meals in travel status*) in compliance with Statewide Policy 6, State Travel Policy
Vehicle Repair Supplies & Services
Utilities

Note: Effective March 1, 2007, if any of these items are covered by State contract, they may be purchased with the Purchasing Card.



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Appendix 2

Unallowable/Excluded Purchases

The State Purchasing Card may **not** be used to purchase items that are not in accordance with the State of Missouri's payment and procurement rules and regulations. The following list provides examples of unallowable/excluded purchases. This list is not intended to be a complete list of unallowable/excluded purchases that can be made with the Purchasing Card but is provided to assist you in determining a general idea of unacceptable transactions. If you are uncertain whether a purchase is allowable on the Purchasing Card, contact your Division and/or Agency Purchasing Card Coordinators.

Unallowable/Excluded Purchases Descriptions

- Alcoholic Beverages
- Cash Advances
- Employee meals while in travel status *(unless agency has received an exception from the State Purchasing Card Administrator)*
- Gasoline *(all, except bulk purchases and non motor vehicle)*
- Gift Cards
- Hospitality or Entertainment
- Payments between State Agencies *(e.g. Missouri Vocational Enterprises and State Printing)*
- Personal Items
- Postage Stamps *(except bulk postage in metered machines)*
- Purchases involving trade-ins
- Purchases that by-pass existing procurement or payment policies and procedures
- Splitting a purchase into multiple transactions to bypass established single transaction or monthly billing cycle dollar limits
- Missouri State Sales Tax
- Weapons & Ammunition



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Appendix 3

(AGENCY NAME/DIVISION NAME)

STATE PURCHASING CARD CARDHOLDER AGREEMENT

<i>Name of Cardholder:</i>	<i>Cardholder Business Address:</i>
<i>Division Name & Number:</i>	<i>Cardholder Business Phone Number:</i>
<i>Supervisor's Name & Title:</i>	<i>Supervisor's Phone Number:</i>
<i>Agency Purchasing Card Coordinator:</i>	<i>Agency Purchasing Card Coordinator Phone Number:</i>

Cardholder agrees to accept responsibility for the protection and proper use of the State Purchasing Card (SPC) in accordance with the terms and conditions below:

1. Cardholder agrees to provide the supporting receipts from the vendor and a transaction log for each transaction as designated by the Agency Purchasing Card Coordinator under the agency policies and procedures. Failure to report or document any purchase may be deemed an improper use of the SPC.
2. If the card is lost or stolen, Cardholder shall immediately notify the UMB and Division and Agency Purchasing Card Coordinators.
3. Cardholder's agency shall be responsible for all charges, including fees and interest, incurred from the proper use of the SPC.
4. THE CARDHOLDER MAY NOT MAKE PERSONAL PURCHASES ON THE CARD. Cardholder understands that he/she shall be personally liable for any improper use of the SPC and agrees to pay to the issuer of the card for such use (such issuer shall be a third party beneficiary under this agreement), other than improper use as the result of a lost or stolen card which was immediately reported as required in paragraph 2, including fees and interest assessed against the improper purchase. Cardholder understands that his/her improper use of the SPC may be cause for disciplinary action by the Division including employment termination and that improper use of the SPC may subject Cardholder to criminal prosecution. Cardholder understands that the Division may withhold amounts attributable to improper use by the Cardholder from any paycheck or other State of Missouri warrant which may be payable to the Cardholder.
5. Cardholder understands that should his/her employment with the Division terminate for any reason, the SPC must be returned to the Agency Purchasing Card Coordinator through his/her Division Purchasing Card Coordinator. Cardholder also understands that the Agency may withdraw authorization to use the SPC and require the return of the SPC at any time for any reason.
6. Cardholder understands that use of the SPC is for purchases subject to individual card limitations for use in official State business. All purchases must comply with State accounting and purchasing statutes, regulations and policies including all policies the Cardholder's Agency implements in the use of the SPC.
7. The following items may not be purchased with the SPC; however, the list is not all inclusive:



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Alcoholic beverages
Cash advances
Employee Meals while in travel status *(unless agency has received an exception from the State P-Card Administrator)*
Gasoline *(all, except bulk purchases and non motor vehicle)*
Gift Cards
Hospitality or Entertainment
Payments between State agencies *(i.e. Missouri Vocational Enterprises and State Printing)*
Personal Items
Postage Stamps *(except bulk postage in metered machines)*
Purchases involving trade-ins
Purchases that by-pass existing procurement and payment procedures
Splitting purchases into multiple transactions to bypass transaction or monthly billing cycle limits
Missouri State Sales Tax
Weapons, ammunition

If in doubt that a purchase is authorized under this agreement through the use of the SPC, Cardholder understands that he/she should seek prior approval from the Agency Purchasing Card Coordinator through his/her Division Purchasing Card Coordinator. Such approval presumes the proper use of the SPC.

8. Cardholder acknowledges by his/her signature to this agreement, that he/she has received training in the proper use of the SPC; has received, read and understands the State Purchasing Card Policy & Procedure Manual; and has read and accepts the terms of this agreement.

Cardholder Signature: _____ Date: _____

For Agency Use Only

Transaction Limit: _____ (Standard \$1,000)

Cycle Credit Limit: _____ (Standard \$3,000)

***Transaction or cycle limit requests greater than \$25,000 require written approval in advance from the State Purchasing Card Coordinator/Administrator. Email pcard@oa.mo.gov.**

Approval: Print Name: _____ Title: _____

Signature: _____ Date: _____

Approval: Print Name: _____ Title: _____

Signature: _____ Date: _____

Approval: Print Name: _____ Title: Agency Purchasing Card Coordinator

Signature: _____ Date: _____



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Appendix 4

(Agency/Division Name) Purchasing Card Contacts

DEPARTMENT:		FAX NUMBER:	
NAME	TITLE	TELEPHONE NUMBER	E-MAIL ADDRESS



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Appendix 5

UMB – VISA CARD CENTER
PURCHASING CARDHOLDER ACCOUNT ACTION REQUEST
State of Missouri
(Agency/Division Name)

<input type="checkbox"/> New Account <input type="checkbox"/> Reissue Replacement Card <input type="checkbox"/> Request Lost/Stolen Replacement <input type="checkbox"/> Change Reporting Level <input type="checkbox"/> Change Account Address <input type="checkbox"/> Change Authorization Strategy <input type="checkbox"/> Close Account Account Cycle Controls <input type="checkbox"/> Total Cycle Dollar Limit \$ _____ <input type="checkbox"/> Max # Daily Transaction # _____ <input type="checkbox"/> Max \$ per Transaction \$ _____	<input type="checkbox"/> Update Account Information <input type="checkbox"/> Emergency Card Replacement <input type="checkbox"/> Authorization Override <input type="checkbox"/> Rush Card Request <input type="checkbox"/> Statement Copy <input type="checkbox"/> Sales Draft Copy <input type="checkbox"/> Other _____ _____ _____ _____ _____ _____
--	--

Account Number (last 8 digits)	XXX-XXXX-_____-_____
Cardholder Name	
Department	
Social Security Number (last 4 digits)	XXX-XX-_____ *For new accounts or replacement requests only
Position	
Statement Address	
City / State / Zip	
Telephone Number	
Special Instructions	

Date of Request	Agency Approval
Date Authorized	Agency Purchasing Card Coordinator Signature

Requests can be faxed to (816)-843-2485; mailed to Corporate Bankcard Services, UMB Card Center, PO Box 419734, Kansas City, MO 64141; or emailed to Commercial.Bankcards@umb.com.



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Appendix 6

(Department Name) Purchasing Card Acceptance Form

CARDHOLDER NAME
CARD NUMBER AND CARD EXPIRATION DATE
<p>DIVISION PURCHASING CARD COORDINATOR</p> <p>I certify receipt of the above card and that the Purchasing Card will be kept in a secured location until given to the cardholder. The card information will be kept confidential and will not be given to unauthorized personnel.</p> <p>Signature _____</p> <p>Date _____</p>



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Appendix 8

State of Missouri

EXEMPTION FROM MISSOURI SALES AND USE TAX ON PURCHASES

Issued to:

STATE OF MO DIV OF PURCHASING/MATERIALS MANAGEMENT
301 W HIGH HST BLDG #580
JEFFERSON CITY MO 65101

Missouri Tax I.D.
Number: 12602515

Effective Date:
07/11/2002

Your application for sales/use tax exempt status has been approved pursuant to Section 144.030.1, RSMo. This letter is issued as documentation of your exempt status.

Purchases by your Agency are not subject to sales or use tax if within the conduct of your Agency's exempt functions and activities. When purchasing with this exemption, furnish all sellers or vendors a copy of this letter. This exemption may not be used by individuals making personal purchases.

Agents or contractors may not claim or benefit from your Agency's exempt status. Contractors paying for construction materials to fulfill a contract with your Agency must pay sales tax on all such materials. Only purchases of construction materials that are directly billed to your Agency may be purchased exempt from sales tax.

Sales by your Agency are subject to all applicable state and local sales taxes. If you engage in the business of selling tangible personal property or taxable services at retail, you must obtain a Missouri Retail Sales Tax License and collect and remit sales tax.

This is a continuing exemption subject to legislative changes and review by the Director of Revenue. If your Agency ceases to qualify as an exempt entity, this exemption will cease to be valid. This exemption is not assignable or transferable. It is an exemption from sales and use taxes only and is not an exemption from real or personal property tax.

Any alteration to this exemption letter renders it invalid.

If you have any questions regarding the use of this letter, please contact the Division of Taxation and Collection, P.O. Box 3300, Jefferson City, MO 65105-3300, phone 573-751-2836.

(816452)



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Appendix 9

STATE OF MISSOURI VISA PURCHASING CARD DISPUTE FORM

Cardholder Name:	Account Number:
Agency and Division Name:	Business Phone:

TRANSACTION INFORMATION

Merchant Name:	Amount of Dispute
Date of Transaction:	Reference Number of Transaction from Statement

DISPUTE DETAILS

Please mark the appropriate dispute reason listed below and if indicated, provide the requested documentation.

- ☐ Need a copy of the transaction in order to submit payment.
- ☐ I do not recognize the above merchant. I am asking that the merchant provide me with more information to help identify whether or not the charge is valid. All valid cards issued to this account are in my possession.
- ☐ Although I did engage in the above transaction, I am disputing \$ _____ of the above charge. I have contacted the merchant and attempted to resolve the matter. I have provided the details below.
- ☐ Amount is to be billed to a different UMB card number. UMB card number: _____
- ☐ Incorrect Amount. *Must provide copy of receipt.* I was billed \$ _____ but should have been billed \$ _____
- ☐ Duplicate Posting. The original transaction posted to my statement for \$ _____ on _____ date.
- ☐ I returned the merchandise to the merchant on _____ date. The reason for return is listed below. *Must provide proof of return.*
- ☐ I have a credit slip and the credit has not posted to my account. *Must provide copy of credit slip.*
- ☐ To best of my knowledge I, nor anyone authorized by me, received the goods or services represented by the charge. I also certify that I, nor anyone with my permission, engaged with the above merchant in any manner.
- ☐ I have not received the merchandise and it was to be delivered on _____ date.
Must give dates when the merchant was contacted to check on the status of the order & their response below.
- ☐ I cancelled a guaranteed late arrival hotel reservation on _____ date at _____ time & cancellation # is: _____
- ☐ Other. Details of the dispute have been provided below.

ADDITIONAL INFORMATION REGARDING THE DISPUTED CHARGE

SEND THIS FORM TO:
UMB Bank Card Center
ATTN: PURCHASING CARD DISPUTES
P.O. BOX 419734
KANSAS CITY, MO 64141
FAX: 816-843-2485
EMAIL: Commercial.Bankcards@umb.com

Cardholder's Signature & Today's Date

Agency/Division Card Coordinator or Authorized Designee



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Appendix 10

STATE OF MISSOURI Vendor Non-Acceptance Form

Department: _____

Cardholder Name: _____

Agency Name: _____

Date: _____

Vendor Information:

State Vendor #: _____ (If Known)

Vendor Name: _____

Address: _____

City

State

Zip

Phone: () _____

Would you use this vendor routinely if they DID accept the Purchasing Card?

Yes _____ No _____

What is the value of the order you WOULD have placed? _____

Comments: _____

Instructions: Cardholders who encounter vendors who will not accept the State of Missouri Purchasing Card should fill out the information requested above and fax the completed form to: UMB (816)-843-2485 or email it to Commercial.Bankcards@umb.com.



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Appendix 11



STATE OF MISSOURI PURCHASING CARD THIRD PARTY CREDIT CARD AUTHORIZATION FORM

CARDHOLDER INFORMATION

Cardholder Name as it Appears on Credit Card			
Cardholder Billing Address			
City/State/Zip Code			
Daytime/Business Telephone Number			
Credit Card Number		Expiration Date	
Credit Card Type	VISA		
Credit Card Issuing Bank Name & Telephone Number on Card	UMB	(816)-843-2458	

GUEST INFORMATION

Guest/Group Name			
State Agency/Division			
Telephone Number			
Confirmation Number			
Arrival Date		Departure Date	# of Nights

RATE INFORMATION & APPROVED CHARGES

Room Rate*		Taxes**		Total Daily Rate		
I authorize the following categories of charges (please circle all that apply):			All Charges	Room & Tax	Food & Beverage	Parking
			Telephone	Internet Access	Recreation	Other:

***Rate & tax amount must be provided by a hotel representative in order to complete this form.**

****Transactions made with State Purchasing Cards are Missouri Sales & Use Tax Exempt under Tax Exemption Number 12602515.**

I certify that all information is complete and accurate. I hereby authorize _____ to collect payment for all charges as indicated in the rate information and approved charges section of this form by processing a charge to the credit card listed above. Charges must not exceed _____ for the entire stay/event. I understand that a new form will have to be completed if guest wishes to extend his/her stay. I certify that I am the authorized signer for the credit card listed above.

Cardholder Name (printed): _____

Cardholder Signature: _____

****Guest will not have card present at check-in. Reservations are made by a centralized travel desk for State Employees. State Purchasing Cards are state-liability cards and the cardholder's personal driver's license is not needed to verify authenticity. However, upon request, cardholder will fax a copy of their State Employee ID. Due to security & fraud concerns, we are unable to fax an unrestricted copy of the front & back of the credit card. Cardholder will fax a copy of the front & back of the card, with the first 8 digits blacked out. Use the State Purchasing Card Third Party Credit Card Authorization Form for complete credit card number.***



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Appendix 12

INTERAGENCY AGREEMENT FOR STATE PURCHASING CARD PROGRAM

This agreement between the Office of Administration (OA) and the (Agency Name) is for the purpose of implementing a State Purchasing Card Program for a more efficient, cost-effective method of purchasing and paying for goods and centralized travel desk services within established limits. The agency accepts full responsibility to review State Purchasing Card statements ensuring each purchase included on the statement is for official state business only, is payable from the appropriations of the agency, and is less than \$1,000 unless an exception has been granted by the agency and is supported by card usage. Cardholder monthly statements shall be submitted for payment as individual transactions and shall not exceed \$3,000 unless an exception is approved by the agency and is supported by card usage. All cardholder single transaction limits and/or monthly cycle limits of more than \$25,000 must receive approval from OA Division of Accounting. The agency understands that it is solely responsible for any fees or interest assessed against a card for failure to make a timely payment.

The agency understands the conditions contained in this agreement and policies and procedures established by OA are intended to set a minimum level of standards and controls relative to the State Purchasing Card Program. It is the responsibility and duty of the agency to determine whether such conditions and policies should be complemented with more stringent guidelines for use of the cards by agency employees.

This agreement is effective as of the last date signed on the signature page at the end of this agreement. This agreement may be terminated by either party upon thirty days written notice. OA may terminate this agreement by written notice if OA determines in its sole discretion that the agency has failed to comply with any term or condition of this agreement.

Department of (Agency Name) agrees to the following conditions:

1. The agency shall designate an Agency Purchasing Card Coordinator to be responsible for the overall operation of the State Purchasing Card Program at the agency. The Agency Purchasing Card Coordinator shall have the authority to enforce compliance with all accounting and purchasing statutes, regulations, and policies to ensure the valid use of all purchasing cards within the agency, including the ability to cancel any card issued.
2. The Agency Purchasing Card Coordinator must designate a backup coordinator responsible for card issuance and related issues including, but not limited to, lost or stolen cards, and changes in the limitations of expenditures placed on individual cards. The Agency shall obtain a signed State Purchasing Card Cardholder Agreement from each agency employee (cardholder) prior to issuance of a card and shall maintain a file of the agreements.
3. The Agency Purchasing Card Coordinator may designate a Purchasing Card Reviewer(s) to be responsible for reviewing transaction details transmitted to the agency by the card company. The Purchasing Card Reviewer shall ensure the transaction details submitted by the card company are reconciled at the cardholder detail level and authenticate the validity of each transaction. The Purchasing Card Reviewer shall ensure all disbursement data entering the accounting system is accurate, authorized, properly coded, adequately documented, and that good(s) purchased through



State Purchasing Card Policy & Procedure Manual

the use of the card were received by the agency. The Purchasing Card Reviewer shall have complete access to all documentation to support the data entering the accounting system. The Purchasing Card Reviewer shall immediately follow-up on any unusual card activity with the cardholder, the Agency Purchasing Card Coordinator, and/or other appropriate agency officials.

4. The agency shall prepare a Purchasing Card Policy & Procedure Manual and continue to update the manual as statutes, regulations, or policies are amended. Agency shall ensure all cardholders receive training prior to using the card and that each cardholder receives a copy of the manual and updates. The manual and updates shall receive prior approval from OA.
5. Central accounting records shall be maintained in accordance with the Cooperative Agreement on Accounting, Auditing, and Internal Control Activities between OA and the department.
6. The agency shall maintain the necessary internal controls and implement recommendations resulting from audits by OA and/or other independent audits of the State Purchasing Card Program, including the State Auditor.

OA agrees to the following conditions:

1. Ongoing information and assistance with the State Purchasing Card Program shall be provided to the agency at the request of the Agency Purchasing Card Coordinator.
2. Assistance with developing policies and procedures for the individual use for the cards shall be provided to the agency at the request of the Agency Purchasing Card Coordinator.
3. Reasonable advance notice shall be given to the Agency Purchasing Card Coordinator before conducting an audit of the agency's use of the cards under the State Purchasing Card Program. A report of the findings of an audit shall be provided to the agency.

Office of Administration:

By: _____ Date: _____
(Printed Name)
Commissioner of Administration

By: _____ Date: _____
(Printed Name)
Director, Division of Accounting

By: _____ Date: _____
(Printed Name),
State Purchasing Card Administrator
Assistant Director, Division of Accounting

Department of (Agency Name):

By: _____ Date: _____
(Printed Name), Director

By: _____ Date: _____
(Printed Name), (Title/Financial Officer)
(Division Name)

By: _____ Date: _____
(Printed Name),
Agency Purchasing Card Coordinator
(Division Name)



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Appendix 13

ADDENDUM TO THE INTERAGENCY AGREEMENT FOR STATE PURCHASING CARD PROGRAM

I hereby certify that I have taken the responsibility for the role of Agency Purchasing Card Coordinator for the Department of (Department Name). I agree to abide by the following terms and conditions, which have been revised from the original agreement due to policy updates.

Department of (Department Name) agrees to the following conditions:

1. The agency shall designate an Agency Purchasing Card Coordinator to be responsible for the overall operation of the State Purchasing Card Program at the agency. The Agency Purchasing Card Coordinator shall have the authority to enforce compliance with all accounting and purchasing statutes, regulations, and policies to ensure the valid use of all purchasing cards within the agency, including the ability to cancel any card issued.
2. The Agency Purchasing Card Coordinator may designate an individual responsible for card issuance and related issues including, but not limited to, lost or stolen cards, and changes in the limitations of expenditures placed on individual cards. The Agency shall obtain a signed State Purchasing Card Cardholder Agreement from each agency employee (cardholder) prior to issuance of a card and shall maintain a file of the agreements.
3. The Agency Purchasing Card Coordinator may designate a Purchasing Card Reviewer(s) to be responsible for reviewing transaction details transmitted to the agency by the card company. The Purchasing Card Reviewer shall ensure the transaction details submitted by the card company are reconciled at the cardholder detail level and authenticate the validity of each transaction. The Purchasing Card Reviewer shall ensure all disbursement data entering the accounting system is accurate, authorized, properly coded, adequately documented, and that good(s) purchased through the use of the card were received by the agency. The Purchasing Card Reviewer shall have complete access to all documentation to support the data entering the accounting system. The Purchasing Card Reviewer shall immediately follow-up on any unusual card activity with the cardholder, the Agency Purchasing Card Coordinator, and/or other appropriate agency officials.
4. The agency shall prepare a Purchasing Card Policy & Procedure Manual specific to the agency, and continue to update the manual as statutes, regulations, or policies are amended. Agency shall ensure all cardholders receive training prior to using the card and that each cardholder receives a copy of the manual and updates. The manual and updates shall receive prior approval from OA.
5. Central accounting records shall be maintained in accordance with the Cooperative Agreement on Accounting, Auditing, and Internal Control Activities between OA and the department.
6. The agency shall maintain the necessary internal controls and implement recommendations resulting from audits by OA and/or other independent audits of the State Purchasing Card Program, including the State Auditor.



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OA agrees to the following conditions:

1. Ongoing information and assistance with the State Purchasing Card Program shall be provided to the agency at the request of the Agency Purchasing Card Coordinator.
2. Assistance with developing policies and procedures for the individual use of purchasing cards shall be provided to the agency at the request of the Agency Purchasing Card Coordinator.
3. Reasonable advance notice shall be given to the Agency Purchasing Card Coordinator before conducting an audit of the agency's use of the purchasing cards under the program. A report of the findings of an audit shall be provided to the agency.

Office of Administration:

Department of (DEPARTMENT NAME):

By: _____ Date: _____
(Printed Name)
State Purchasing Card Administrator
Division of Accounting

By: _____ Date: _____
(Printed Name)
(Title/Financial Officer)
(Division Name)

By: _____ Date: _____
(Printed Name)
State Purchasing Card Coordinator
Division of Accounting

By: _____ Date: _____
(Printed Name)
Agency Purchasing Card Coordinator
(Division Name)